

# FULFILLING YOUR EXPECTATIONS

## A GUIDE TO PURCHASING YOUR VAN METRE HOME

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At Van Metre Homes, we've built trust for generations by truly partnering with our buyers to not only help them find the best community and home plan, but to make the purchase, financing and construction process go as smoothly as possible. Building a new home is a complex process, but it's also extremely exciting and rewarding. Everyone at Van Metre will be with you each step of the way, because we understand the great expectations you have for your new Van Metre Home.

We take as much pride in the quality of our homes as the quality of our service. We will assist you with all of your selections and provide orientations during the building process to ensure your satisfaction. We understand the important decision you've made when selecting your new home, and we are proud that you have chosen a Van Metre home. You can know for certain that you have selected a home that is of the highest quality from a builder that will provide you with incomparable service.

This document will provide you with a description of what you can expect during the purchase and construction process, including each meeting you will have with Van Metre Homes from writing a contract through after settlement service. Please refer to this document prior to each upcoming meeting so that you can prepare and write down any questions or comments you may have while your home is being built.

## **Getting Started – Writing a Contract**

The Agreement of Sale outlines the steps that Van Metre Homes will follow in building your new home. Additionally, it outlines your part in the home buying process.

Once you have made the decision to buy a Van Metre home, your Community Sales Manager will schedule an appointment to choose your home style, home site and general options. During this appointment you will review the terms and conditions of the Agreement of Sale. We encourage that this appointment be held either during the week or early on the weekend mornings so that the Community Sales Manager may spend as much uninterrupted time with you as possible. These appointments typically last several hours, so buyers usually find it helpful to make arrangements for childcare. If you are represented by a Realtor®, he/she must be present at this appointment.

Your Community Sales Manager will help you select all of your General Options at the time you write your Agreement of Sale. These are options that are structural in nature. The building permit process will begin based on your General Option selections. Since the building permit process typically begins immediately, you are not able to make structural changes once your contract is turned in to the Sales Contracts Manager.

The initial contract paperwork consists of the following:

- Agreement of Sale – Part One
- Agreement of Sale – Part Two
- Schedule I to Agreement of Sale – General Options
- Schedule XVII – Project Schedule
- Contractual Disclosures and Disclaimers
- Homeowners Association Documents
- Warranty Information
- \$10,000 Promissory Note

Upon completing the Agreement of Sale, the following will occur:

- Your Community Sales Manager will deliver your Agreement of Sale along with your deposit check in the amount of 5% (five percent) of your total purchase price and \$10,000 additional deposit in the form of a Promissory Note, to be marked satisfied at settlement, to our Sales Contracts.
- Your Agreement of Sale will be reviewed for ratification. During this review we may ask you to re-sign portions of your Agreement, in which case your Community Sales Manager will contact you. Once the Agreement of Sale is complete and accurate, it will be reviewed and ratified by an Officer of the company.
- You will schedule a Design Center appointment while you are in the sales office writing your contract with your Community Sales Manager. The appointment must occur within 30 days of your Agreement of Sale date or as defined in paragraph B (1) in Part One of your Agreement of Sale, whichever occurs first. If you are purchasing a finished or “spec” home (a home already under construction) you may be required to make your selections as quickly as possible after writing your contract. Keep in mind also, if purchasing a “spec” home; the home may be too far along in the construction process that changes may not be allowed.

## **Mortgage Loan Application**

The next step in the home buying process is to apply for a mortgage to finance your new home. The exception to this would be a cash transaction. Your Community Sales Manager will be happy to assist you in preparing for the mortgage application appointment and will provide you with an information package describing what the lender typically needs.

Of course, you have the right to choose your own Mortgage and Settlement Company. To ensure that your application process is thorough, accurate, and complete and that your settlement goes smoothly, Van Metre Homes may contribute some closing and settlement costs assistance or a Design Center allowance if you elect to choose Van Metre Homes' designated lenders - INTERCOASTAL MORTGAGE and or BANK OF AMERICA, and settlement company - WALKER TITLE L.L.C. This settlement contribution or Design Center allowance cannot be used for any other lender or Settlement Company. All other terms and conditions, with respect to pre-qualification and final approval, will apply with any outside lender as well as Van Metre Homes' designated lender.

You are required to make loan application within 7 days from the date you signed the Agreement of Sale (Effective Date) as further discussed in Section 5(a) of Part Two of your Agreement of Sale. Within 30 days of the date that you sign the Agreement of Sale, you must provide to us a written, unconditional Loan Commitment as further described in section I - Contingencies, paragraph 1- financing in Part One of your Agreement of Sale. It is extremely important that the loan application process be started as soon as possible.

If you are using a settlement company other than Walker Title and Escrow, then according to paragraph 6A of Part Two to the Agreement of Sale, an administrative fee will be incurred, moreover, you must notify Van Metre Homes in writing the name, address and phone number of the Settlement Agent no later than 30 days before the Estimated Completion Date. Keys to your new home will not be available for 1 – 3 days while we await verification that the settlement has fully funded.

### ***How to Apply***

You can contact your Intercoastal Mortgage or Bank of America representative in several ways.

- In person with a Loan Officer
- Internet
- Phone / Fax
- Mail

Your Community Sales Manager will provide you with a package from Intercoastal Mortgage or Bank of America that will include the name of your Loan Officer and all contact information.

### ***Information You Provide***

You are expected to provide us with a copy of the following approval letters that you will receive from your loan officer. Below are the types of approval, the description, and the timeline of when they are due.

<b>Type of Approval</b>	<b>Description</b>	<b>Due Date</b>
<b>For Cash Buyers</b>	If the Agreement is not contingent on financing, buyer must provide proof of financial ability to pay the balance due at settlement. Proof must be in a form acceptable to the Seller	Within 10 days of the Effective Date of the Agreement of Sale and when requested thereafter.
<b>Prequalification Letter</b>	Determines buying power and gives you the requirements to do so. It is not a loan commitment. It may contain conditions, such as selling your home, paying down debt, or putting down a larger down payment. It is your responsibility to make sure these conditions are satisfied in the timeliest manner.	At contract or no later than 10 days after the Effective Date of the Agreement of Sale.
<b>Approval Letter</b>	Verifies assets, liabilities, credit scores and approves you for a loan amount.	No later than 30 days of the Effective Date of the Agreement of Sale.
<b>Commitment Letter</b>	Defines type, terms, interest rate and conditions relative to the loan.	A commitment letter is issued after all items requested by the lender during the loan application have been supplied.

## ***Mortgage Loan Application***

Your lender will assist you in the following ways:

- Loan Amount
- Loan Program and Length
- Determine Monthly Payment
- Counseling on Improving Credit Score
- Interest Rate Lock

Your Loan Officer will work with you to lock-in your loan interest rate. ***Please do not lock-in your interest rate until you confirm your estimated delivery date with your Community Sales Manager AND Settlements Manager.*** Van Metre Homes is not responsible for loan lock-in expirations.

When you lock-in a loan interest rate, you will receive documentation providing the terms of the loan, the monthly payment, etc. Please read this carefully prior to closing. Your lender will keep you abreast of the progress of your loan application. Upon final approval, which usually occurs only a few days prior to settlement, your lender will provide you with a mortgage commitment letter.

## **Design Center Appointment**

At your Design Center appointment you will select the design elements that will make your new house your home. This will begin the selection process for the various options and upgrades in your home from flooring to countertops and appliances to plumbing fixtures. This is one of the most important – and most fun – steps in the home buying process. At the time of writing your contract, your sales manager will help you schedule your design center appointment. Your appointment and selections must be made within 30 days after signing your Agreement of Sale. This includes your structured wiring and window treatment selections. If you are purchasing a home that is already under construction – or a “spec” home- you may be required to make your selections as quickly as possible after signing the Agreement of Sale. In addition, if purchasing a spec home, the home may be too far along in the construction process and some changes may not be possible.

### ***Browse Day***

To help plan your selections, Van Metre Homes invites you to attend Browse Day prior to your selection appointment. Browse Day is open to the public on Saturdays from 10:00 am to 5:00 pm and Sundays from noon to 4:00 pm. It is at Browse Day that you will be able to see most of the standard finishes in your home, as well as many options available to you. Browse Day is an opportunity for you to get general information and guidance to make the selections for your home; this is not your actual appointment. To make your Browse Day a successful one, please remember to bring the retail sheets and browse workbook provided to you by your Community Sales Manager. The pricing sheets are critical for you so that you can work within your budget. Please remember pricing is subject to change up until the day you make your actual selections with the Design Center Consultant.

### ***Appointments***

The Van Metre Homes Design Center is open for appointments Monday through Friday. Weekday appointments allow our skilled Design Consultants to give you the undivided attention required during your appointment. Please plan on spending 3-5 hours at your appointment, as there are many selections to be made. We strongly recommend that you make arrangements for childcare when you attend Browse Day and when you have your personal Design Center appointment. Unfortunately, the Design Center is simply not equipped to accommodate children. You will also want to devote your full attention to the many important selections you will be making that day.

There are a few ways to make your Design Center appointment go smoothly, quickly, and for your final choices to best reflect your tastes. Before coming in, we suggest that you go through interior design magazines for ideas, and even bring those with you. You may

want to bring fabric swatches from your furniture and paint chips. These items will help you select finishes and options that best complement and accentuate your personal style. Our Design Center Consultants can also provide you with a wealth of ideas.

Upon completion of your Design Center appointment, the following will occur:

- **For Single Family and Town Home Communities, a 20% (twenty-percent) deposit will be due of your Design Center selections. In Condominium Communities, a 10% (ten-percent) deposit will be due of your Design Center selections.**
- For Single Family and Town Home Communities, if you decide to add additional Structured Wiring and Cabling, you have the option to include up to \$5,000 of this amount into your mortgage. An additional 20% (twenty-percent) deposit will be due on all Structured Wiring Selections selected for your home.
- Your Design Center Consultant will provide to you copies of your signed selection schedules and an electrical diagram.
- Your selection schedules will be reviewed for ratification. During this review we may ask you to re-sign selection schedules, in which case your Design Center Consultant will contact you. Once your selections are complete and accurate, they will be reviewed and ratified by an Officer of the company.
- **For Single Family and Town Home Communities, if you decide to purchase window treatments or organizational systems, you have the option to include up to \$2,000 of this amount into your mortgage. A \$500 deposit is due to the Window Treatment Company, at signing with the remainder of your balance due 30-60 days prior to closing.**
- After review and ratification, you will receive a copy of this section of the Agreement of Sale.

Once your selections have been made, *they are considered final*. Any changes to your original selections would need to be ***approved by Van Metre Homes and, if approved, would incur a change order fee***. Once we release your selection information to our Construction Department and vendors, **we can no longer approve changes**. This is to ensure that the correct selections are installed in your home and to limit the possibility for errors.

## **Construction Orientation Conference**

If your home has not been previously started your Community Sales Manager will contact you to set up a meeting with a member of the Construction Team prior to the start of your new home. This will ensure that the paperwork sent to the field corresponds with the General and Design Center selections you chose. This meeting typically lasts approximately 45-60 minutes. We will notify you approximately 72 hours prior to the meeting. Please be advised that Van Metre Homes will not delay the start of your new home if you cannot attend the meeting.

### ***Construction and Scheduling***

Many things have to happen to make your new home a reality. The construction of your home requires careful coordination of many different trades and skills. To some homebuyers, this process is often confusing, alternating between periods of intense activity followed by a period of apparent inactivity.

We have made arrangements for you to view your home at certain key points in the building process. The Pre-Drywall Demonstration will provide you with an opportunity to view your home and have your questions answered by one of our Construction Managers. Because a construction site can be a dangerous environment, please do not visit the site without contacting us first, nor without being accompanied by a Van Metre representative as further described in Section 3F in your Agreement of Sale. We know that you are excited about the construction of your new home and we want to encourage that enthusiasm throughout the process. The weekend is our busiest time; therefore, we can only allow you to make Community Sales Manager escorted visits between the hours of 11- 4 PM Monday - Friday. Simply call our sales office the day before and we will determine if a site visit is feasible the next day. For safety reasons, it is mandatory that children and pets be excluded from all site visits.

Additionally, any work on your new home performed by you or anyone employed by you is not permitted under any circumstances until after your settlement on your new home.

Work done outside of what Van Metre has permitted or contracted for can cause inspection delays and can void warranties.

## **Pre-Drywall Demonstration**

All of us at Van Metre Homes are proud of the quality construction and craftsmanship we build into every one of our homes. This is not only quality you can see, but also “behind the walls” quality that is normally hidden from view.

To demonstrate this quality, we invite you to attend an orientation of your home before the installation of the interior drywall. Your Community Sales Manager will contact you approximately 48 hours prior to this orientation to schedule the Pre-Drywall Demonstration with a member of our Construction Team. This meeting will allow us to demonstrate those “behind the wall” quality features and to answer any questions you may have. We will make every effort to accommodate your schedule; however, we cannot stop or delay construction if you are unable to attend on the scheduled date. We suggest you bring a camera to photograph where pipes and electrical wires are located for future reference in any home improvement projects.

You are welcome to hire a licensed and insured home inspector to inspect your home at this stage of construction. However, this inspection must be scheduled through your community sales manager and must take place on the same day but prior to the Pre-Drywall Demonstration and/or the Pre-Settlement Demonstration. ***A copy of your home inspector's Certificate of Insurance and License must be given to your community sales manager or faxed to the Settlement Department at (703) 723-8972 prior to their arrival on the property to inspect the home.***

***\*\* Please make sure that your home inspector references your name, community, lot, and section number on the coversheet.***

## Pre-Settlement Demonstration

You're almost in! Settlement is not far away now...

Van Metre Homes prides itself on our rigorous quality assurance program. Prior to your Pre-Settlement Demonstration, your home will have gone through numerous inspections, not only by our construction department, but also by county inspectors, as well as our internal quality control inspections. The Pre-Settlement Demonstration is the last step in that process. Approximately 5 to 7 days prior to taking possession of your new home, you will be asked to attend a Pre-Settlement Demonstration of your completed home with a member of our Sales and Construction Team.

You should set aside approximately **2-3 hours** for this demonstration. **Only contract purchasers should attend the Pre-Settlement Demonstration.** If you are represented by a Realtor®, this does not preclude them from being present at the demonstration. However, please keep in mind that the demonstration is solely for your benefit. The Pre-settlement Demonstration (PSD) may only be conducted during normal daylight hours. Tools and lights are not permitted.

Should you wish to hire a home inspector to conduct an independent inspection prior to your Pre-Settlement Demonstration, we request written notice 2 weeks in advance of settlement. An appointment must be scheduled through the Van Metre Settlement Manager and must take place on the same day, but prior to the pre-settlement demonstration. The inspector of your choice must be licensed and insured. *A copy of your home inspector's Certificate of Insurance and License must be faxed to the Settlement Department at (703) 723-8972 prior to their arrival on the property to inspect the home.*

The purpose of the Pre-Settlement Demonstration is to:

- Demonstrate the function and operation of the various systems in your home including heating and air conditioning, plumbing, appliances, etc.
- Point out important items that are the responsibility of the homeowner.
- Document any minor adjustments that may be necessary; these adjustments must conform to the standards of the Warranty Plus manual.
- Answer any questions you may have.

Please contact your Community Sales Manager directly should you have any questions regarding the process or procedures of your Pre-Settlement Demonstration.

## Delivery of Your Home

The timely delivery of your new home is important to everyone. Until your home is started, we can only give you a range of completion dates within a 2 month window. At the drywall stage, the completion date can be further narrowed within a 4 to 6 week range. Although your Van Metre Homes Agreement of Sale states that we are only required to give you a 48-hour notice of settlement, we strive to give you approximately a 2 to 3 week notice of settlement. The Van Metre Settlement Coordinator will contact you by mail and by phone to schedule your settlement date. Please keep in mind that dates are still subject to some change due to potential delays, therefore, you should allow flexibility in your schedule prior to settlement.

Please be advised that due to circumstances beyond our control such as inclement weather, utility companies' schedules, or a shortage in labor and supplies, these dates could change. It is in your best interest to allow some extra time when making your moving arrangements. It is always advisable to have a buffer of at least a week between your scheduled settlement and your actual move date. Although we strive to avoid any delays in the schedule, in new construction, these delays are sometimes unavoidable.

### Settlement Day

Your new home is complete and you are ready to go to settlement but there is still a few important items to remember.

About 2 -3 hours prior to settlement you will be asked to make final sign off of the items listed on your PSD (pre-settlement demonstration) list. This is to ensure that the home is complete prior to the settlement occurring. You will be asked to conduct a final walk through approximately 2 hours prior to settlement. Your project manager will schedule this at the time of your PSD. Occasionally there may be a few unresolved items because we have not received the necessary parts to make corrections. These items will be placed on an unresolved list and will be monitored by your superintendent to completion.

Please be prepared to arrive for your settlement 30 minutes early so that your customer care advocate can introduce themselves, interview you about your home buying experience and explain important warranty and customer service procedures.

## After Sales Service

Van Metre Homes has established a comprehensive Service Program to handle your warranty needs for your new home.

Your assigned Customer Care Advocate will review the warranty program with you in detail on the day of your settlement; you will also receive your Homeowner Manual and Warranty Information. At this time we will schedule your 60-day inspection. You will receive two reminders of this inspection. Should you need to change the inspection date we ask that you contact Customer Care 48 hours in advance.

Please read this manual thoroughly, it will assist in familiarizing you with your new home and provides useful tips for proper care, maintenance and troubleshooting for any minor issues.

Manufacturer warranties will have contact information included so that you may contact them directly with questions or need to schedule a service call from the manufacturer.

Our Customer Care office is also available to assist you with your new home. You may contact our office Monday-Friday between 8:00 a.m.-5:00 p.m. at 703-723-2818.

We ask that non-emergency warranty issues be held for reviewed at 60-day and 11-month inspection. Service forms can be found in the back of your Homeowner's Manual.

Customer Care  
Van Metre Homes  
44675 Cape Court  
Suite 171  
Ashburn, Virginia 20147

Or

Fax: 703-723-1567

Or

Email: [customercare@vanmetrehomes.com](mailto:customercare@vanmetrehomes.com)

Once Van Metre has inspected your list, the superintendent will write up the findings of the inspection. At these appointments non-homeowner maintenance problems will be addressed. When all warranted items listed have been repaired, the homeowner will sign off the Service Form noting completion.

Please note that workdays are scheduled during working hours Monday – Friday 8 a.m. - 4 p.m. Homeowners must arrange to have an adult present while warranty work is being performed. Van Metre employees and/or Sub-contractors are not allowed to enter the home if an adult is not present. Please plan on being home the entire day.

Van Metre Homes also has an Emergency Service procedure for after hours. Please refer to the Emergency Situations section in the Homeowner Manual for determining what constitutes an emergency. You will be prompted at the after hours voice mail on how to obtain emergency service.

## **Welcome Home!**

Since 1955, Van Metre has built trust into every home we've sold. We're honored that you have chosen us to create your new home, and we want to offer our assurance that we will strive to fulfill your expectations for your new Van Metre Home.

We, At Van Metre, believe that our customers hold the key to our continued success and by listening to you; we can be assured that we are providing the quality of product and service that you –**OUR CUSTOMER**–deserve.

So, we need your help and feedback! Several times during your first year of homeownership you will receive questionnaires to ensure that we are providing the level of service that meets our commitment to you. We would appreciate your completing and returning those forms.

We are very pleased that you have chosen to join the family of Van Metre customers.  
Welcome Home!